FAMILY INDEPENDENCE ADMINISTRATION

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POLICY DIRECTIVE #08-08-SYS
(This Policy Directive Obsoletes PD #07-36-SYS)

SAME-DAY ISSUANCE OF EXPEDITED FOOD STAMPS
THROUGH THE PAPERLESS OFFICE SYSTEM (POS) IN JOB CENTERS

Date: March 11, 2008	Subtopic(s): Food Stamps
AUDIENCE	The instructions in this policy directive are for all Paperless Office System (POS) users in the Job Centers. They are informational for all other staff.
REVISION TO ORIGINAL DIRECTIVE	This policy directive has been revised to: • Include information on the automated prefilling of the applicant's eligibility status and single issuance grant type for Expedited Food Stamps (EFS) in POS. • Provide instructions for processing applicants who return with missing documentation within seven (7) days of the Food Stamp (FS) file date. Also provide information on the automated alert to JOS/Workers when applicants return missing documentation to the Customer Service and Information Center (CSIC) at Model Centers or Food Stamp Reception at non-Model Centers. • Identify the types of expenses that are considered when fully verifying eligibility factors for EFS. • Describe new functionality in POS which allows JOS/Workers to track eligibility factors and types of expenses and record any collateral contacts attempted. • Clarify when the Notice of Denial of Expedited Food Stamp Service or Inability to Issue Food Stamp Benefits (**M-40k**) is generated during the EFS eligibility determination process.

HAVE QUESTIONS ABOUT THIS PROCEDURE?
Call 718-557-1313 then press 3 at the prompt followed by 1 or
send an e-mail to *FIA Call Center*

Distribution: X

POLICY

<u>All</u> households applying for FS <u>must be screened</u> to determine eligibility for EFS. <u>The applicant does not have to be out of food or claim an emergency during the application process in order to receive FS on an expedited basis</u>.

Note: Individuals applying for one-shot deals only (**Emergency Payment Only** box is checked on the **LDSS-2921** in POS) do not have to be screened for EFS.

For households meeting the EFS criteria, a full eligibility interview must be conducted to determine the household's eligibility for FS benefits and to compute the benefit amount. Once the household is determined eligible and identity of the casehead has been verified, benefits must be made available to the household on the same day via the Electronic Benefit Transfer (EBT) system. Staff must begin the process of issuing an EFS benefit through the **IN/EFS Issuance** activity (formerly **EFS Interview** activity) in POS.

The same day issuance of FS is neither a Federal nor State requirement, but a New York City (NYC) option.

REQUIRED ACTION

JOS/Worker

When the JOS/Worker completes the **LDSS-2921 Signature Capture** window during the **Application Interview** activity in POS, the **Expedited Processing** window appears to allow the JOS/Worker to begin a determination of eligibility for EFS.

The **Expedited Processing** window displays the question "Have You or Anyone Who is Applying Received Food Stamps This Month?" When the JOS/Worker opens the **Response to Question** window, the following appears:

- Result of FS Look-up on WMS.
- The question "Did anyone who is applying receive FS outside of New York City (NYC) this month?"

  - If answered "Yes," the message "The household is not eligible to receive a second Food Stamp grant this month" appears if the applicant is <u>not</u> a resident of a domestic violence (DV) shelter.
  - If answered "No," the message "Proceed with EFS interview" appears.

- Shelter code from the application interview (e.g. **01** [Apartment/Private House], **13** [Domestic Violence Shelter]).
- The question "Has the applicant entered a domestic violence shelter this month?"

Note: This question is disabled if the shelter code from the interview indicates that the applicant is not in a domestic violence shelter.

After completing the **Response to Question** window, click the **OK** button to save the responses.

If the applicant received FS in the current month and did <u>not</u> enter a domestic violence shelter during the current month, the only question that will appear is "ATTENTION TO THE INTERVIEWER: Based on the interview conducted is there any indication that the applicant is in need of any non-food related personal items necessary for health and personal care?"

If the applicant did <u>not</u> receive FS in the current month or received FS <u>but</u> entered a domestic violence shelter during the current month, in addition to the ATTENTION TO THE INTERVIEWER question, the following questions will appear:

- "Has the Food Stamp household received Expedited Food Stamps in the past?" (The display field will indicate all cases in which the applying household previously received FS benefits in NYC.) If no FS benefits were found in NYC, the follow up question "Did anyone who is applying receive FS outside of New York City (NYC) this month?" is posed.
- "Has anyone who is applying for Food Stamps previously had income from any source (such as employment, SSA, SSI, UIB or contribution) this month?" (POS will automatically prefill all income entered during the initial interview.)

IN/EFS Interview Activity

The **IN/EFS Issuance** activity automatically begins:

- If the interview date is no later than seven calendar days after the FS file date
- After the JOS/Worker completes the following steps:

The **IN/EFS Issuance** activity will automatically begin as long as the activities occur on the same day.

- Processes the **Application Interview** activity in POS on the date the applicant files an application for CA/MA/FS.
- Prints the required forms from the **Print Forms** window.
- Clicks the **Next** button on the **Print Forms** window.

Note: For reapplication cases, if the EFS screening process was completed within the past 60 days, the EFS screening will not automatically begin. The JOS/Worker must initiate the **IN/EFS Issuance** activity manually.

POS will complete the expedited processing determination for the case based on the answers recorded during the **Application Interview** activity. POS will save the Food Stamp Application Expedited Processing Summary Sheet form (**LDSS-3938**) in the electronic record when the JOS/Worker clicks the **Next** button at the end of the **IN/EFS Issuance** activity. The **LDSS-3938** will be completed based on the answers in the **Application Interview** and the **Expedited Processing** windows.

The **M-40k** is generated as long as the interview was conducted. If the interview is not held, do not prepare the **M-40k**.

If POS determines that the applicant is ineligible for EFS, the **M-40k** will automatically be completed and sent to the Supervisor's queue for approval (shown on page 15).

Note: The notification of EFS denial is neither a Federal nor State requirement. The denial of EFS benefits is not subject to a Fair Hearing.

The following section highlights specific elements of the **IN/EFS Issuance** activity, including recent changes and additions.

IN/EFS Eligibility Determination Window

The **Decision, Financial Eligibility** tab of the **IN/EFS Eligibility Determination** window informs the JOS/Worker of the applicant's eligibility for EFS. The **Financial Eligibility** status will be determined by the system as **Eligible**, **Ineligible** or **Pending**. An **Eligibility Reason** will also be provided to correspond with the **Financial Eligibility** status.

Decision, Financial Eligibility tab of the **IN/EFS Eligibility Determination** window
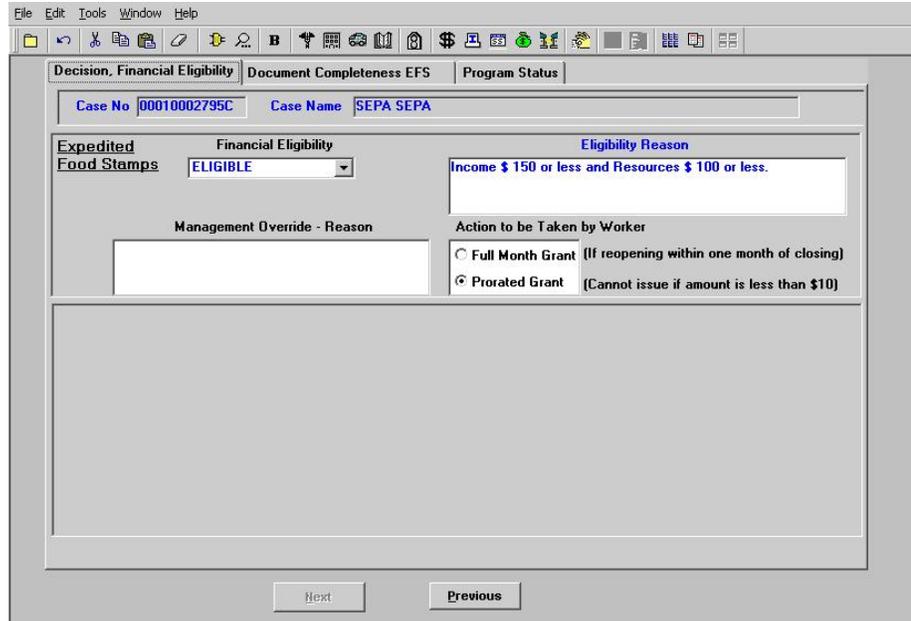
New information

The **Document Completeness EFS** tab of the **IN/EFS Eligibility Determination** window has been updated to allow the JOS/Worker to track the verification of eligibility factors and to record collateral contact made, if any.

Document Completeness EFS tab of the **IN/EFS Eligibility Determination** window
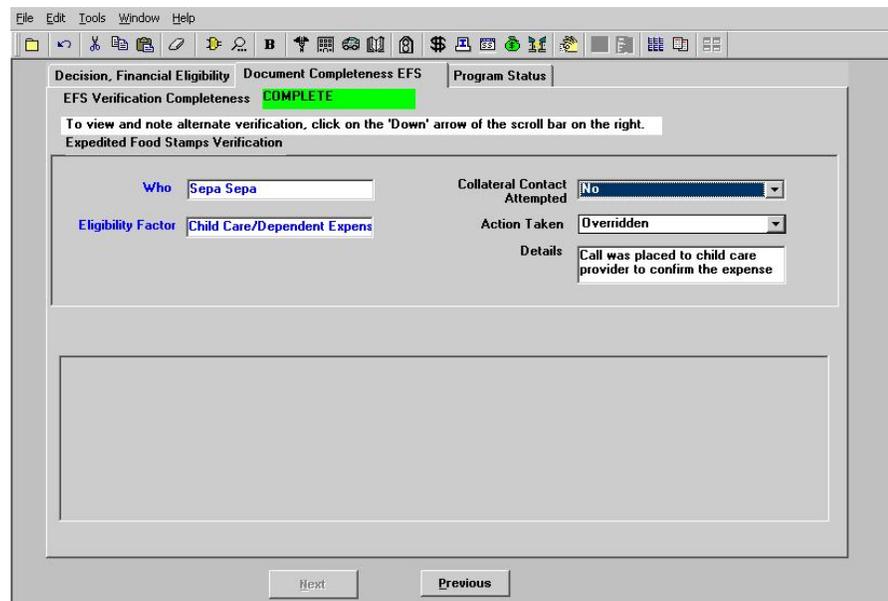
New information

On the **Program Status** tab of the **IN/EFS Eligibility Determination** window (shown on following page):

New information

- **Active** is prefilled for the FS status when the following conditions exist:

All Documentation
Submitted to Verify
Eligibility for
Ongoing Benefits

- The applicant is eligible for EFS.
- The identity, citizenship/alien status, residence, and Social Security number or application for Social Security number are fully documented and ready to scan (as indicated during the **Application Interview** activity on the **Individual Detail** window) for <u>all</u> individuals applying for FS on the case.
- Income, resources and expenses are fully verified.

Resources must be
assessed for EFS even if
the household is
categorically eligible for
FS.

The following types of expenses will be considered for full verification determination:

New information

- Rent/mortgage/shelter, utilities, fuel or air conditioning, medical, child/dependent care and child support.

Documentation to
Verify Eligibility for
Ongoing Benefits is
Still Outstanding

- **Single Issue** is prefilled for the FS status when the identity of the casehead has been documented and ready to scan (as indicated during the **Application Interview** activity on the **Individual Detail** window) but one or more of the following eligibility factors has not been fully documented:

New information

- Identity of other FS household members
- Citizenship/alien status
- Residence
- Social Security number (SSN) or application for SSN
- Income
- Resources
- Expenses

Program Status tab of
the **EFS Eligibility
Determination** window

New information

Prefilled with status of **Active** or **Single Issue**.

On the **Grants Data Entry** window, the **Issuance Code** field is prefilled with the following code:

- **52** (Expedited Food Stamps – Fully Verified) for applicants eligible for EFS that provide all documents to verify identity and FS eligibility.
- **54** (Expedited Food Stamps – Not Verified) for applicants eligible for EFS that provide verification of casehead identity, but do not provide full verification of eligibility.

Grants Data Entry window

Prefilled with code **52** or **54**.

FS Single Issuance Benefit window edits

The following are edits in the **FS Single Issuance Benefit** window:

- When the case was not successfully registered in WMS and still contains the POS dummy case number, the system displays the message "The case needs to be registered in WMS before issuing this grant. This issuance cannot be processed now."
- When FS benefits were received for the current month and the case is not yet eligible for a second FS grant, the system displays the message "FS have already been issued for the current month. This issuance cannot be processed now."
- When the FS Suffix status on the POS TAD is **NA** (Not Applying), **CL** (Closed) or **RJ** (Rejected/Denied), the system displays the message "FS Suffix status must not be in 'NA,' 'CL' or 'RJ' status. This issuance cannot be processed now."

- If a case number is being reused and the FS Suffix status of the reused case number is **NA**, the system displays the message "Since the FS Case Status of reused Case Number is 'NA' this Same Day Issuance (SDI) benefit cannot be processed before processing the TAD. This will be a two-day action. Please forward the case action to the supervisor."

Note: The above errors must be resolved before the benefit can be issued.

Click the **Next** button to continue. The next window to appear is the **CBIC Payee Status** window.

CBIC Payee Status Window

The **CBIC Payee Status** window appears after the **FS Single Issuance Benefit** window, asking whether the payee's CIN listed on the window is the same as the payee's CIN listed in WMS.

When shown during the **IN/EFS interview** activity, the **CBIC Payee Status** window will also appear in the **Approve IN/EFS** activity for supervisory staff.

The **CBIC Payee Status** window only appears if the applicant is eligible for an immediate needs grant and/or EFS benefits and the JOS/Worker completed the **Grants Data Entry** window to issue a benefit. The following information will be displayed:

- Re-Use Case Number
- Suffix
- Category
- FS Status of Re-Use Case Number
- Casehead/Payee Name
- Relationship Code
- Client Identification Number (CIN)

WMS Plug

CBIC Payee Status window

| File | Edit | Tools | Window | Help |

Re_use Case Number: [   ] ogs Case Suffix: [1] Category [SNC] FS Status: [SINGLE ISSUE]

Case_head/Payee name: [   ] Relationship Code: [001] CIN [   ]

After verifying the CIN, respond **Yes** or **No**.

Using the case number selected from the POS Re-Use Case Number window. go to WMS screen WIDCCH Case Number PA/FS Payee Inquiry. Is the Payee CIN listed under 'PA/FS Payee' the same as the Case Head or Payee CIN listed on the Reuse case number?   ○ Yes   ○ No

MESSAGE

Next   Previous
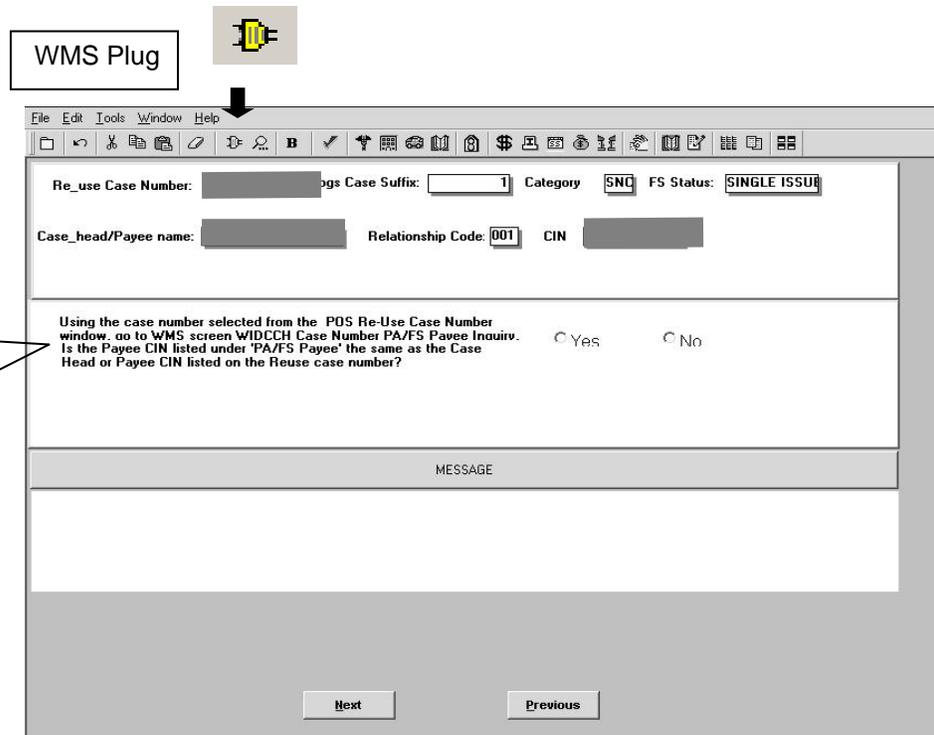
Refer to PB #02-154-SYS for a complete list of CBIC windows.

In the event the CBIC Look-up fails in WMS, the JOS/Worker is instructed (in the middle of the **CBIC Payee Status** window) to go to the **Case # PA/FS Payee Inquiry** window (**WIDCCH**) in WMS to determine if the CIN of the payee shown in WMS in the "PA/FS Payee CIN" field is identical to the casehead or payee's CIN displayed on the POS **Case Number Re-Use** window.

To view the **WMS CBIC Inquiry** windows in order to determine the last payee:

- Access WMS by clicking the yellow plug at the top of the POS window or minimize POS and double-click the WMS icon located on the desktop of the personal computer.
- Log on to WMS using your User ID and Password.
- Enter **09** (Common Benefit ID Card Subsystem) in the **Selection #** field on the WMS Host System Menu (**NWMM00**).
- Enter **09** (Case # PA/FS Payee Inquiry [**WIDCCH**]) for case number inquiry or **07** (Individual PA/FS Payee Inquiry [**WIDICH**]) for CIN inquiry in the **Function** field on the WMS ID Card Menu (**WIDMNU**).

After comparing the CIN in WMS with the CIN on the **CBIC Payee Status** window, exit WMS and return to POS. On the **CBIC Payee Status** window respond **Yes** or **No** to the question "Is the Payee CIN listed under 'CA/FS Payee CIN' the same as the Case Head or Payee CIN listed on the 'Reuse' case number window?"

- Click **Yes** and the following message is displayed: "The SDI FS grant should pass the WMS SDI payee edit." Click the **OK** button to continue.
- Click **No** and the following message is displayed: "You must prepare a CBIC Update form to change the Payee in CBIC to match the Casehead/Payee on the case number being used."
- If no response is entered, the JOS/Worker will be unable to proceed. The system displays the message "You must answer the question 'Is the Payee CIN listed under 'CA/FS Payee' the same as the Case Head or Payee CIN listed on the 'Reuse' case number window?'"

Once the **Yes** or **No** response is selected, click the **Next** button to continue. When the **Forms** window appears, click **Yes** in response to the item "Request for Identification Card/Temporary Medicaid Authorization/Update Existing CBIC" (**W-607A**), if necessary.

Forms window

Click **Yes** to Request for Identification Card/Temporary Medicaid Authorization (Form **W-607A**).

Select **Yes** to all applicable forms and complete the associated **Response to Question** windows prior to clicking the **Next** button.

File Edit Tools Window Help	Yes	No
Request for Emergency Housing (Form W-146F)	○	⦿
Request for Identification Card/Temporary Medicaid Authorization (Form W607A)	⦿	○
Financial Institution Inquiry (Form W532F)	○	⦿
Request for Birth or Death Verification from Agencies Outside New York City (Form W680)	○	⦿
Documentation Requirements (Form W-113K)	○	⦿
Social Security Administration - Consent for Release of Information (Form W515R)	○	⦿
Request for Marriage or Divorce Verification from Agencies outside New York City (Form W681)	○	⦿
Safety Net Assistance (SNA) Application (M-687M)	○	⦿
Systematic Alien Verification for Entitlement (SAVE) Referral (Form W-515X)	○	⦿
FIA School/Training Enrollment Letter (Form W-700D)	○	⦿
School Verification Letter (Form W-700E)	○	⦿
Family Care Assessment (Form W-582A)	○	⦿
Declaration of Application for a Social Security Number (Form EXP-83H)	○	⦿
Determination Of Eligibility For Emergency Assistance To Families (EAF) (Form W-145TT)	○	⦿

Spanish   Next   Previous

Complete all applicable fields of the **Response to Question** window. Click the **OK** button to save the entries and click the **Next** button on the **Forms** window to continue.

Response to Question window

Response to Question required for ID/Temporary MA card (**W-607A**).

Click the **OK** button to save the entries and return to the **Forms** window.

The **Print Forms** window appears. Highlight the **W-607A** if a new CBIC is required and click the **Print** button.

Select the form number (e.g., **W-607A**) then click the **Print** button.

Refer to PD #07-22-OPE for additional details on SDI and updating CBIC.

Retrieve form **W-607A** from the local printer. Submit the printed form to the unit Supervisor to sign and forward the **W-607A** to Disbursement and Collection (D&C)/Reception for data entry into CBIC.

Supervisor

Supervisors must review each screen that appears in the **Approve IN/EFS** activity and place a check mark in the appropriate box to indicate if the activity/window is approved or disapproved.

To complete the processing for the same-day issuance of EFS through POS, the Supervisor must approve the following windows in the **Approve IN/EFS** activity (by placing a check mark in the **Approval** box for each window):

- **LDSS-2921 Signature**
- **IN/EFS Eligibility**
- **CIN Re-Use**
- **Case Number Re-Use**
- **TAD Data**
- **Grants Data Entry**
- **Previewing Form LDSS-3938**
- **EFS Decision Form**

The following screens highlight the Supervisory Approval process. All of the windows in this process are not shown, but the critical windows and those with changes are highlighted below.

The **Supervisory Approval** window for the **LDSS-2921** signature contains an **Override** option. The Supervisor can approve, disapprove or override the signature capture activity.

Override option for **LDSS-2921** signature **Supervisory Approval** box.
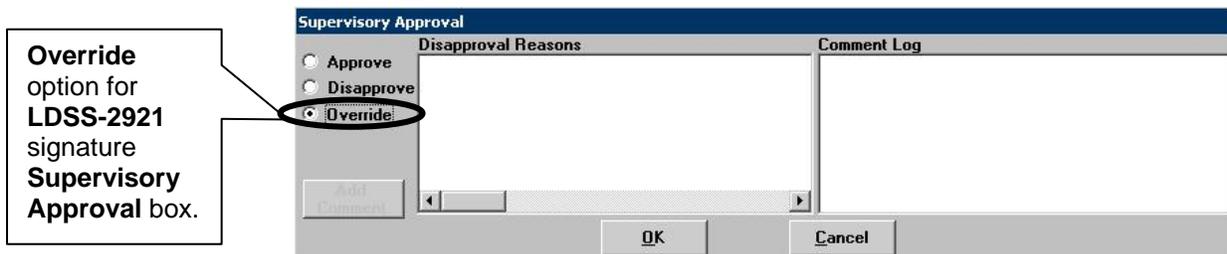
When to use the override function

The override may be used if the signature capture devices (or signature pads) have malfunctioned and the JOS/Worker has completed the following steps:

- The **LDSS-2921** form was printed.
- The applicant signed the paper form.
- The form was scanned and indexed into the electronic case record.

Ineligible for EFS

The following windows will not appear for applicants that are ineligible for EFS or cannot receive FS under the expedited process:

- **CIN Re-Use**
- **Budget**
- **TAD**
- **CBIC Payee**
- **Grant Data Entry**

If the household is ineligible for EFS, after the Supervisor reviews and approves the **LDSS-3938** window and the **EFS Decision Form** window, the **M-40K** will print. The following screen shots highlight the sequence of windows to be reviewed and approved.

Previewing Form LDSS-3938 window

If **No** or **Ineligible** is selected, the **M-40k** will print when the Supervisor approves the window.

The approval window (not shown) appears below the screen.

After the **LDSS-3938** window is approved, the next window to appear is the **EFS Decision Form** window.

EFS Decision Form
window

An applicant is determined ineligible for EFS benefits due to the following reason(s):

- S/he received FS benefits in a previous month pending verification/documentation and is not eligible for an additional grant because s/he did not comply.
- Standard program rules. The JOS/Worker must indicate the reason in the comments section of the **LDSS-3938**.

The **M-40k** is also completed if the applicant is eligible for EFS benefits but benefits cannot be issued at this time because his/her identity cannot be verified.

Note: If the applicant is eligible for an Immediate Needs grant, an **Approve Non-Food Emergency** activity will be sent to the Supervisor for approval per current procedure.

New information

If the applicant is ineligible for EFS benefits because s/he received EFS benefits in a previous month pending verification/documentation and did not comply or s/he could not be issued EFS benefits because his/her identity could not be verified, but returns with the missing verification/documentation within seven (7) calendar days after the FS file date, the JOS/Worker must return to the **IN/EFS Issuance** activity through the **Action** tab to process the EFS grant.

New information

If the applicant returns the missing documentation to the CSIC (Model Center) or FS Reception (non-Model Centers) area, a "**Document Forwarded**" alert will appear in the JOS/Worker's queue after the CSIC or Reception staff member completes the **Document Intake** activity for the case.

The Supervisor must approve the **EFS Decision Form** window and click the **Next button**. The **M-40K** will print automatically and the following screen appears:

Automated Printing of the **M-40K**
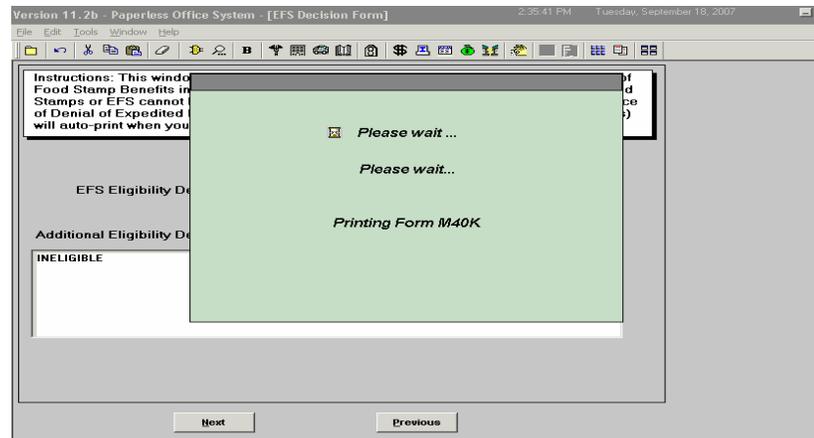
Note: The Supervisor prints and ensures mailing of the **M-40K** to the applicant.

Previewing Form LDSS-3938 window

If the household is eligible for FS benefits, the **Previewing Form LDSS-3938** window will appear after the **Grants Data Entry** window or **CBIC Payee Status** window (when shown).

Previewing Form LDSS-3938 window

The **LDSS-3938** contains the eligibility decision and if applicable, the reason for ineligibility.

The **LDSS-3938** is automatically saved with the information on pages 1 and 2 as an E-Form in the electronic case record when the Supervisor approves the JOS/Worker's action.

Supervisors will be able to preview the Expedited Processing Worksheet (**LDSS-3938**), approve the window or enter comments regarding necessary corrections by performing the following actions:

- Click the **Window** menu option at the top of the **Previewing Form LDSS-3938** window.
- Click **Approval** from the menu list.

Select **Approval** to display the **Supervisory Approval** window.

Supervisory Approval window

The **EFS Decision Form** window will enable the Supervisor to preview the Action Taken on Your Food Stamp Benefits Case (NYC) form (**LDSS-3152 NYC**), approve the window or enter comments on what needs correcting. When approved (i.e., check mark entered in the "**Approve**" box), the **LDSS-3152 NYC** will print.

EFS Decision Form
window

If approved for EFS, the **LDSS-3152 NYC** must be annotated to indicate that the household was accepted under the expedited processing rules on option **8** of the form.

Note: For cases accepted with pending verification, the JOS/Worker must select the **Approved** option and items **1**, **2** and **5** on the **LDSS-3152 NYC**. For cases accepted with full verification, the JOS/Worker must select the **Approved** option and items **1**, **3** and **4** if the household's income/circumstances will change, or **1** and **4** if the household's income/circumstances will remain unchanged.

Example:

The Jones household applies for CA/FS on 2/16/08, and is in receipt of income that will terminate on 3/15/08. The household is not eligible for EFS, but complies within 10 days of the interview and a decision to accept the case is made on 2/26/08. In this instance the JOS/Worker would select **1** for the February benefit, **3** for the March benefit and **4** for the recurring benefit beginning in April. The amount of March's benefit will be different from the April benefit and recurring benefit amounts due to the change in income.

The last window in the **Approve IN/EFS Issuance** activity is **Approval Status** (or **Approval Elements**).

Approval Status window

Click the **Xmit** button to transmit the TAD to WMS.

Click the **Refer Back to Worker** button to send the case for completion.
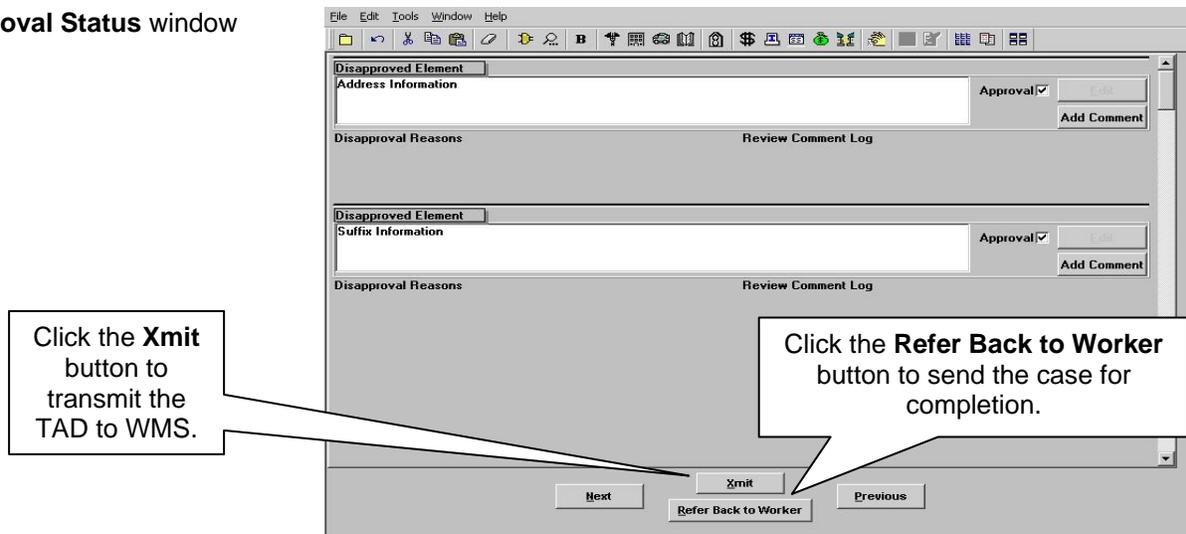
The Supervisor must click the **Xmit** (Transmit) button to send the TAD to WMS if all windows have been approved and the household is eligible for EFS. In addition, the Supervisor must continue to sign the grant authorization forms (**LDSS-3574**/**LDSS-3575**) and forward them to the Control Unit for data entry.

The **Refer Back to Worker** button at the bottom of the **Approval Status** window will enable the Supervisor to send the case back to a JOS/Worker for completion when a window activity has been disapproved. To return the case, the Supervisor must:

- Click the **Refer Back to Worker** button to display the list of available JOS/Workers within the Job Center. The display will highlight the JOS/Worker who completed the interview, but the Supervisor will have the option to select any JOS/Worker from the list.
- Click the **OK** button to send the case back to the highlighted JOS/Worker's **Case Manager Queue**.

Refer to Worker window

List of available Workers

PROGRAM IMPLICATIONS

POS Implications

Staff is required to scan and index into the electronic case record all forms, excluding documents related to domestic violence, that are signed by the applicant/participant outside of POS.

Food Stamp Implications

The adjustments in POS do not affect FS policy. Staff must continue to evaluate applicants for expedited FS service, as well as provide separate FS determinations on cases that are closed/denied for reasons not related to FS eligibility per current procedure.

Medicaid Implications

There are no Medicaid implications.

LIMITED ENGLISH SPEAKING ABILITY (LESA) AND HEARING-IMPAIRED IMPLICATIONS

For Limited English Speaking Ability (LESA) and hearing-impaired applicants/participants, be sure to obtain appropriate interpreter services in accordance with PD #06-12-OPE and PD #06-13-OPE.

FAIR HEARING IMPLICATIONS

Avoidance/ Resolution

Ensure that all case actions are processed in accordance with current procedures and that electronic case files are kept up to date. Remember that applicants must receive either adequate or timely and adequate notification of all actions taken on their case.

Conferences

A notice on the decision to provide or not provide EFS is not required. Therefore no Fair Hearing rights are to be granted if the household does not meet the EFS eligibility criteria. However, once accepted to the program through expedited processing, the acceptance notice is required to be annotated to indicate that the household was accepted under the expedited processing rules.

An applicant can request and receive a conference with a Fair Hearing and Conference (FH&C) AJOS/Supervisor I at any time. If an applicant comes to the Job Center requesting a conference, the Receptionist must alert the FH&C Unit that the individual is waiting to be seen. In Model Offices, the Receptionist at Main Reception will issue an FH&C ticket to the applicant to route him/her to the FH&C Unit and does not need to verbally alert the FH&C Unit staff.

The FH&C AJOS/Supervisor I will listen to and evaluate any material presented by the applicant, review the case file and discuss the issue(s) with the JOS/Worker responsible for the case and/or the JOS/Worker's Supervisor. The AJOS/Supervisor I will explain the reason for the Agency's action(s) to the applicant.

If the determination is that the applicant/participant has presented good cause for the infraction or that the outstanding Notice of Intent needs to be withdrawn for other reasons, the FH&C AJOS/Supervisor I will settle in conference (SIC), enter detailed case notes in NYCWAY and forward all verifying documentation submitted by the applicant/participant to the appropriate JOS/Worker for corrective action to be taken. In addition, if the adverse case action still shows on the "Pending" (**08**) screen in WMS, the AJOS/Supervisor I must prepare and submit a Fair Hearing/Case Update Data Entry Form (**LDSS-3722**), change the **02** to an **01** if the case has been granted aid continuing (ATC), or prepare and submit a PA Recoupment Data Entry Form (**LDSS-3573**) to delete a recoupment. The AJOS/Supervisor I must complete a Conference Report (**M-186a**).

If the applicant fails to show good cause for the infraction or if it is determined that the Agency's action(s) should stand, the AJOS/Supervisor I will explain to the applicant why s/he cannot settle the issue(s) in conference (SIC). The AJOS/Supervisor I must complete an **M-186a**.

Evidence Packets   Should the applicant elect to continue his/her appeal by requesting a
                     Fair Hearing or proceeding to a Hearing already requested, the
                     FH&C AJOS/Supervisor I is responsible for ensuring that further
                     appeal is properly controlled and that appropriate follow-up action is
                     taken in all phases of the Fair Hearing process.

                     All Evidence Packets must contain a detailed history (e.g., copies of
                     POS "Case Comments" and/or NYCWAY "Case Notes" screens,
                     History Sheet [**W-25**]), copies of relevant WMS screen printouts,
                     notices sent and other documentation relevant to the action taken.

RELATED ITEMS   PB #01-18
                     PD #02-03-ELI
                     PB #02-154-SYS
                     PB #03-02-ELI
                     PB #07-25-SYS
                     PB #07-69-SYS
                     PB #07-81-SYS
                     PB #07-130-SYS
                     PD #07-22-OPE
                     PD #08-07-OPE